



Work Matters

Maricopa County's Human Services Department

March 2004

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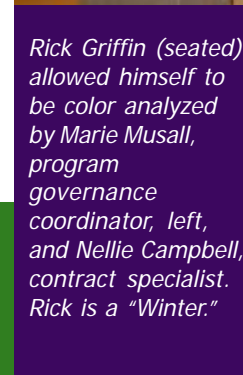
Head Start Dresses for Success

For the fifth consecutive year, **Esther Duran**, data entry operator, and **Ellen Sims-Oso**, family community partnership coordinator, teamed up to present Head Start's "Dress for Success." This NACo award-winning event was designed to provide Head Start mothers and fathers with tools for achieving success in the workforce.

Following an entertaining and engaging presentation on the FISH! philosophy by **Mindy Zapata**, eastside operations manager, participants selected which workshops they wanted to attend from a variety of topics relating to becoming successful in the workforce. ■



Left: Ellen Sims-Oso, welcomes attendees to "Dress for Success."



Left: David Lopez, WDD trainer, presented workshops on resume writing and how to conduct an Internet job search.



Above: Rick Griffin, WDD trainer, spoke on the importance of the interview. Below: Esther Duran, and Michele Duhon, family case specialist, relax at the end of the event.



Dress for Success concluded with a fashion show. Clothing was provided by Dana Buchman and was modeled by Head Start parents and staff. Right: Bob Dixon, family case specialist struts his stuff.



Director's Corner



Annette Stein

It is with great pride that I am writing this month's column as the official director of the Human Services Department.

Serving as acting director for the past seven months has provided me the opportunity to become familiar with our department's programs, to visit some of our sites, and to meet the wonderful employees who are the backbone of this department.

I will continue to work closely with the assistant directors to ensure the needs of our various programs are being met, and in a broader sense, I will strive to follow the mission statement of our department.

One of my long-term goals is to visit every one of the 120 Human Services Department sites by March, 2005 to get a feel for what is happening in the community. I truly believe that the employees are the driving force of this department, and I would like to have the opportunity to meet every one of you. When we visit I will be eager to receive your feedback; to hear what you like about your job and the customers you serve, and what the department can do to make your job even better.

My goal is to establish a cohesive, positive working environment where we can have an open exchange of ideas and information. I'd like to remind you that I have an open door policy and am always available to listen to your concerns, comments, and suggestions. If you'd like to email me, I may be reached at astein@mail.maricopa.gov. I look forward to hearing from you! ■

Workforce Development and the Phoenix Coyotes – a Howling Success Story

What do the Phoenix Coyotes have in common with the Workforce Development Division? Don Heimbaugh.

After Don Heimbaugh was laid off from his job as a facility and maintenance manager, he visited the One-Stop Center in Peoria. Heimbaugh discovered he qualified for retraining and attended a six month course in refrigeration, heating and air conditioning technologies at RSI, the Refrigeration School, Inc. He was hired by the Phoenix Coyotes as an electrician and HVAC/R technician for the company contracted to maintain the new Phoenix Coyotes Stadium.

Kudos to the Peoria team who obtained the training funds for Heimbaugh to attend school and further his career. ■



And the survey said . . .

Based on feedback from the last survey in *Work Matters*, most people said they would read *Work Matters* if it were distributed electronically. Based on this response, and in an effort to curb costs, *Work Matters* will now be distributed electronically, except to Head Start staff. If you would like to receive a hard copy and are experiencing difficulty printing the electronic version, please contact dhilow@mail.maricopa.gov to receive a printed newsletter. ■

Workforce Development Participates in "Secret Shopper" Concept

Similar to the "Secret Shopper" concept, **James Winfrey, Richard Graves, Tony Porter, and Ela Durica**, paid an anonymous visit to Yuma's One-Stop Center. In return, representatives from the Yuma site went undercover to the Gilbert and Peoria One-Stops. The purpose of the visits was to conduct on-site peer reviews as part of the Arizona Peer Professional Capacity-Building (APPC) project.

The reviews were conducted over a two day period per site. Included in the reviews were a tour of the center, interviews with both job seeking and employer customers, executives, and line staff. Additionally, all documents, forms, and written policy were viewed and analyzed. Although the dates of the visit were announced, the identities of the individuals conducting the reviews remained a secret.

The purpose of the peer reviews is to provide feedback to One-Stop Centers across the state. Each One-Stop was provided with an external view of One-Stop functions with an emphasis on customer value. The review provided specific input from peers on service delivery and One-Stop design and management. The outcome of these reviews will enable the One-Stops to gain perspective on organization, resource utilization, consistency of service and overall service delivery.

Both review teams will meet in Yuma near the end of March 2004, for the purpose of compiling and organizing the findings and presenting the information to the administration of each respective One-Stop. ■

Scott Campbell Hammers for Homes

Scott Campbell is a man of many talents. Not only does he head HSD's information technology department, he's also handy with a hammer.

Campbell's building skills were put to the test in February when he and 100 members of his church, Christ Church of the Valley (CCV), traveled to a landfill outside of Rocky Point, Mexico to build houses for local residents. The CCV crew arrived at the building site at noon on Friday, and despite difficult digging conditions, built a complete house in 20 hours for the Valenticia family.

During construction, the crew camped eight miles away in an area designated



Campbell helps lay the foundation for the house.

HSD Softball Team Needed for Employee Picnic

The county employee picnic will be Sunday, April 25 from 11:30 am-3:30 pm at the Pera Club in Tempe. During the picnic there will be a softball tournament. **Todd Berndt**, community outreach coordinator, is organizing an HSD team for the event.

The tournament will be single elimination, and the first two teams will compete at 10:00 am. If you are interested in being on the HSD team, please give Berndt a call at (602) 506-2360 or email tberndt@mail.maricopa.gov. ■



Scott and the Valenticia family in front of the Valenticia's new home.

by Armor, the company that supplied the building materials. Campbell stated the camp site was so dusty it resembled a powdered donut, but every swallow tasted like grit instead of powdered sugar.

Not that Campbell was complaining. He said the experience had one of the greatest impacts on his entire life.

"All weekend long I was building I kept thinking about how blessed I am; how fortunate I am to be an American,

and to have so many opportunities available to me," Campbell stated.

He added an interesting note. "Even though we were dead tired and dirty beyond belief, we knew we were going home, but these people had to stay there. The crew was sitting in the van not making a sound, staring at the work we had completed and the family we were leaving behind. Hopefully our efforts made their existence there a bit more bearable. I was pleased I was able to help but sad that I had to leave." ■



Another view of the Valenticia home.

HSD Staff on the Move...

Jody Ryan has accepted the position of board liaison to the Maricopa Workforce Connections Board, and is now based downtown at 234 N. Central Ave. Ryan has been with the department since September 2002, and her background in the political and social policy arenas are certain to be assets in her new position. Ryan can be contacted at (602) 506-6425.

Jason Novak, career guidance specialist at the Gilbert One-Stop Center has moved to the Department of Economic Security (DES) office at 163 N. Dobson Road. Novak is the first CGS to be co-located at the DES Dobson location. He has transferred his case load to the Dobson location and will spend time working in the career lab to become familiar with the DES customers. He will also market the services offered at the Gilbert One-Stop. WDD is hoping to build up a partnership with the DES office and to send another CGS over in the next six to nine months. Jason can be reached at: (480) 962-7678, extension 7725.

Novak is not the first MWC employee to provide services to the Dobson DES office. **Janet Lilly** has been conducting a three hour workshop on Job Search Basics every Thursday as a service offered to DES customers. ■